



BUSINESS ADMINISTRATOR APPRENTICESHIP STANDARD

Standard Overview

The role of the business administrator involves developing, implementing, maintaining and improving administrative services, either by working independently or as part of a team. Business administrators will engage with and support different parts of an organisation, and interact with internal or external customers. There is a clear focus on adding value by contributing to the efficiency of an organisation through support of functional areas, working across teams and resolving issues as requested.

The business administrator is expected to deliver their responsibilities efficiently and with integrity whilst showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The business administrator is also expected to show initiative, managing priorities and their own time, problem-solving skills, decision making and the potential for people management responsibilities through mentoring or coaching others.

Business administrators develop key skills and behaviours to support their own progression towards management responsibilities.



How we deliver

Whilst the programme overview identifies the plan for the delivery of the apprenticeship, we appreciate that learners and their employers have individual needs, learning requirements and business objectives. To ensure that we meet your requirements, we will complete an in-depth initial skills analysis to assess the support you need. We will then use the most relevant delivery methods to support your learners to achieve. This may include:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- Work based assignments and projects
- Webinar delivery
- Case studies & desk top simulations
- Job shadowing and mentoring
- Employer led technical training (Vestibule Training)
- Independent learning and research
- Exceptional support for learning throughout the course
- Use of E-Portfolio to support progress & learning



PROGRAMME OVERVIEW



Please see below a typical overview of this programme (subject to change).

MONTH 1	Induction	Interpersonal skills, communication, English and maths	Skills Analysis
MONTH 2	One to one coaching	IT packages, document production, quality regulation, policies and procedures, English and maths	Review
MONTH 3	Work based tasks	Planning and organising, decision making, business fundamentals, English and maths	
MONTH 4	Work place observation	Managing performance, motivation, adaptability	Review
MONTH 5	Independent research	Project management, knowledge, stakeholders, external environment factors, English and maths	360 Review
MONTH 6	Personal development plan review	Project management, knowledge, Stakeholders, external environment factors, English and maths	Mid-point Review
MONTH 7	Role play and discussion	Project viability, self-motivation, challenging cultures	Project Review
MONTH 8	Work place observation	Project management for own project, responsibility, business improvement	Review
MONTH 9	Mock test preparation	Project starts, influencing and negotiating	
MONTH 10	Personal development plan review	Project continues, communication platforms, presentation skills	360 Review
MONTH 11	Project review	Project continues or concludes, quality, improve working practices	Final Review
MONTH 12	Pre mock, end point assessment	Presentation of project to stakeholders, portfolio review, knowledge review	Final Review
MONTH 13	Mock assessment	Skills, knowledge and behaviours	Gateway Review
MONTH 14	End point assessment	Skills, knowledge and behaviours	Assessment
MONTH 15	End point assessment	Skills, knowledge and behaviours	Assessment

Please note course schedules are subject to change, above is a guideline.



KEY FACTS



Duration: Standard guideline: 13-18 months

Entry requirements: Level 2 Maths and English

Apprentices without Level 2 English & maths will need to achieve this level prior to taking the end point assessment.

Skills, knowledge and behaviours

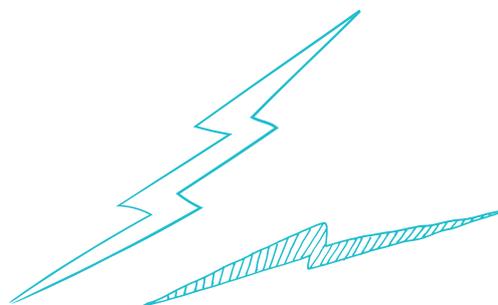
SKILLS	WHAT IS REQUIRED
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation. Ability to write letters and emails, create proposals, perform financial processes, record and analyse data and update and review databases.
Record and document production	Produce accurate records and documents to include emails, letters, files, payments, reports, proposals and draft correspondence. Ability to review the work of others. Make recommendations for improvement. Maintain records and files and handle confidential information in compliance with GDPR.
Decision making	Display proactivity and good judgement. Make effective decisions and deal with challenges in a mature way. Seek advice when appropriate.
Interpersonal skills	Build and maintain positive working relationships. Ability to influence and challenge appropriately. Act as a role model to peers and team members, developing coaching skills as they gain area knowledge.
Communications	Good communication skills, whether oral, verbal, written, or on digital platform and to use appropriate channel to communicate effectively. Have the agility and confidence in communications, carrying authority appropriately. To understand and apply social media solutions. Answer questions from inside and outside of the organisation.
Quality	Complete tasks to a high standard. Demonstrate the necessary level of expertise required to complete tasks and improve their work. Ability to review processes and suggest improvements. Share administrative best-practice across the organisation. Applies problem solving-skills to resolve complaints.
Planning and organisation	Take responsibility for initiating and completing tasks. Manage priorities and time to meet deadlines. Manage the expectations of colleagues and set a positive example for others. Ability to make suggestions for improvement to working practice. Ability to show understanding of implications (e.g. impact on clients or suppliers). Manage resources. Organise meetings and events. Minute meetings. Take responsibility for logistics.
Project planning	Ability to use project management principles and tools to scope plan, monitor and report. To plan required resources to successfully deliver products. To undertake and lead projects.

KNOWLEDGE	WHAT IS REQUIRED
The organisation	To understand organisational purpose, activities, aims, values, vision for the future, resources and the way the political/economic environment affects the organisation.
Value of their skills	To understand the organisational structure and understand how their work benefits the organisation. Understand how they fit within their team and how their skills can help them progress their career.
Stakeholders	Practical knowledge of managing stakeholders and their differing relationships to an organisation. Ability to liaise with internal/external customers, suppliers or stakeholders. Ability to engage and build relationships with suppliers and partner organisations.
Relevant regulations	To understand laws and regulations that apply to their role including data protection, health & safety and compliance. To support the organisation in applying the regulations.
Policies	To understand the organisations internal policies and key business policies relating to the sector.
Business fundamentals	To understand the applicability of business principles.
Processes	To understand the organisations processes. Ability to review processes and make suggestions for improvement. Applying a solution-based approach to improve business processes. Understand how to administer billing, process invoices and purchase orders.

BEHAVIOURS	WHAT IS REQUIRED
Professionalism	Behave in a professional way. Adhere to the organisations code of conduct for professional use of social media. Act as a role model, contributing to team productivity.
Personal qualities	To show exemplary qualities that are valued (e.g. integrity, reliability and self-motivation). Motivate others where possible.
Managing performance	Take responsibility for their own work and development. Use initiative and show resilience. Ability to ask questions and inform line manager of completed tasks. Perform self-assessments of their own work and comply with organisations procedures.
Adaptability	Ability to accept and deal with changing priorities related to their own work and the organisation.
Responsibility	To take responsibility for team performance and quality of projects delivered. Take an interest in seeing that projects are completed and customer requests are handled. Uses initiative to develop own and other skills and behaviours.

TEAMWORK

COURSE DETAILS



Level 3 Diploma for the Business Administrator

This qualification is aimed at individuals working in a business administration role across any industry. The embedded diploma covers:

- Principles of business administration
- Personal and professional development
- Managing performance
- Your organisation
- Communication in a business environment
- Project management
- ICT for business

Benefits for individuals

- Develop learners' highly transferable set of knowledge, understanding and skills across a range of administrative practices and tasks.

Benefits for employers

- Target your learning and development in complete alignment with the latest apprenticeship standards, ensuring all learning is relevant with no gaps in knowledge.
- Maximise candidate's confidence and readiness for End Point Assessment.
- Improved productivity in the workplace.

END POINT ASSESSMENT



Knowledge test

- 60 minute multiple choice test
- 50 minute multi-choice test with four possible answers
- Externally set and marked automatically by the assessment organisation
- Undertaken either on or off site

Portfolio-based interview

- 30-45 minutes interview and scored out of 100 by the Independent Endpoint Assessment Organisation (EPAO)
- Portfolio based interview
- At least one piece of evidence for each of the minimum KSBs outlined in the assessment methods should be provided
- The interview assesses portfolio understanding, self-reflection of performance, knowledge demonstration and skills and behaviours

Project presentation



- The apprentice must deliver a presentation to the EPAO on a project they have completed or a process they have improved
- The presentation to be produced using Microsoft Office PowerPoint or Prezi, demonstrating a minimum level of IT skills
- The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session
- Distinction grades are only awarded for significant projects in this Standard

Progression

An ideal stepping stone into further career opportunities, such as Management, Senior Support or Level 4 Business Administration.

Business Benefits

For you the employer	Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry
Relevant	Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
Widening participation	Apprenticeship standards provide opportunities to employees that may not previously have been available
Development tools	A cost effective way to train your employees to undertake specific roles in your business
Return on Investment	On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015)

! KNOWLEDGE! ?